

DL'S FINAL VERSION

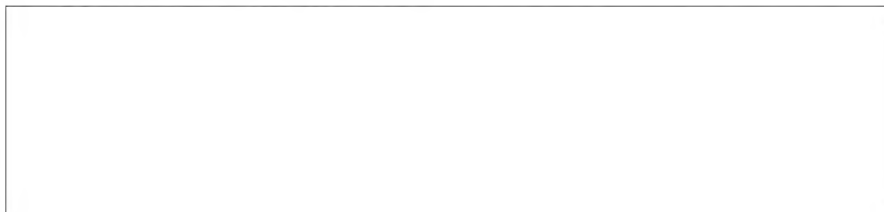
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OL STATE OF THE OFFICE - MAY 1988

I. INTRODUCTION

- ° LAST YEAR AT THIS TIME, WE SPOKE ABOUT:
 - OL'S CRITICAL ROLE IN THE SUCCESS OF THE AGENCY'S MISSION.
 - TALKED ABOUT THE TREMENDOUS OPPORTUNITIES TO SUCCEED OR FAIL.
 - BOTTOM LINE IS THAT WE DID AN OUTSTANDING JOB IN SUPPORT TO THE AGENCY:

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- D. KEPT PACE WITH URGENT REQUIREMENTS IN FACILITIES MANAGEMENT, RECD, AND PRINTING AND PHOTOGRAPHY AREAS KEPT PACE WITH URGENT REQUIREMENTS.
- E. PROCUREMENT CONTINUED AS THE BEST IN THE U.S.G.
- WE HAVE COME A LONG WAY IN IMPROVED PERSONNEL MANAGEMENT-- WE HAVE A LONG WAY TO GO.
- WE HAVE NOT MADE GOOD PROGRESS IN REDUCING BUREAUCRACY AND STREAMLINING OUR FUNCTIONS.
- ° IN THIS TALK, I WOULD LIKE TO DISCUSS:
 - ° WHAT WE HAVE ACCOMPLISHED
 - ° WHERE WE ARE TODAY
 - ° WHAT THE FUTURE HAS IN STORE FOR US.

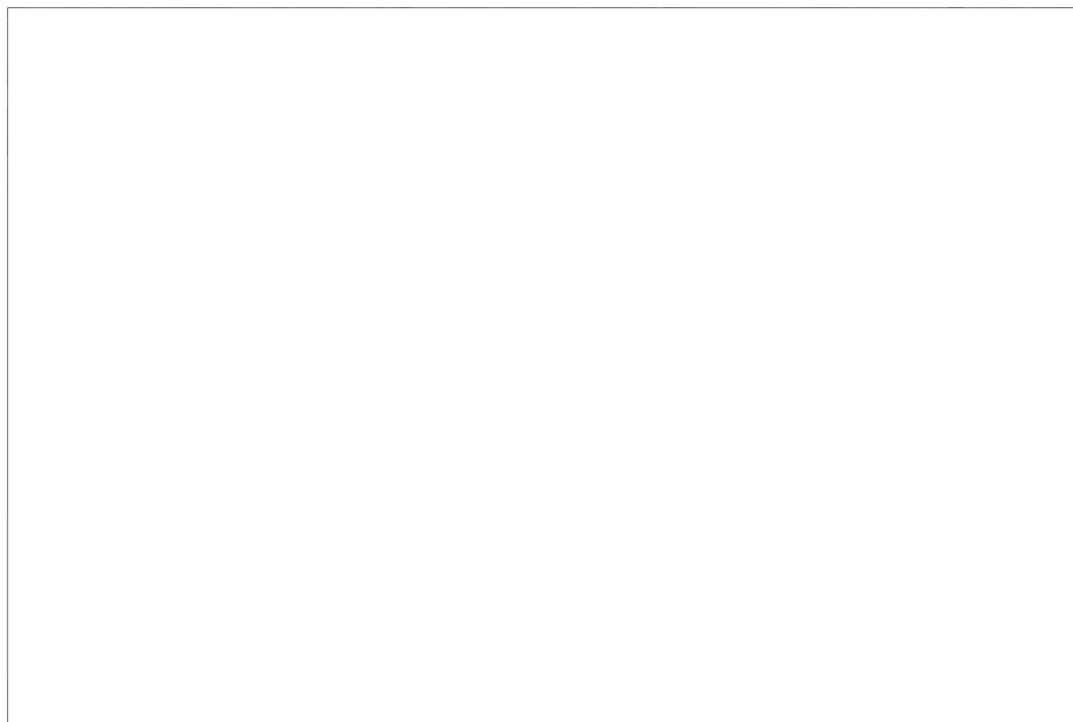
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II. ACCOMPLISHMENTS:

- THE PAST YEAR HAS BEEN THE MOST EXCITING AND CHALLENGING IN OL'S HISTORY
- WE ONCE AGAIN ENDURED THE HEAVIEST WORKLOAD EVER IMPOSED ON OL IN EVERY AREA: SUPPLY, FACILITIES MANAGEMENT, REAL ESTATE, PROCUREMENT, AND PRINTING AND PHOTOGRAPHY
- WE'VE PROVIDED MORE AND BETTER LOGISTICAL SUPPORT TO CUSTOMERS THAN EVER BEFORE IN THE HISTORY OF THE AGENCY. . . AND LITERALLY SMASHED MANY OL RECORDS,--ALL DONE IN THE SAME TIME FRAME THAT SAW US MANAGE CONSTRUCTION OF THE NEW HEADQUARTERS BUILDING

- THE FOLLOWING ARE ONLY A FEW EXAMPLES OF YOUR ACCOMPLISHMENTS:

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° FACILITIES MANAGEMENT

- CONTINUED TO PROVIDE A SAFE, CLEAN WORKING ENVIRONMENT FOR AGENCY EMPLOYEES IN THE HEADQUARTERS COMPOUND
- HANDLED OVER 19,400 TROUBLE CALLS IN FY 87 (A 15-PERCENT INCREASE)
- THE INTEGRATED LOGISTICS SUPPORT TEAM INTENSIFIED PLANNING FOR INCREASED PARKING, CAFETERIA EXPANSION, ENERGY RECOVERY AND CONTINUES TO WORK ON THE SMOOTH TRANSITION TO THE NEW HEADQUARTERS BUILDING-- COMMENCING MOVES IN A FEW WEEKS.
- FMD COMPLETED OVER 2,800 RENOVATION ACTIONS IN FY 87.
- RELOCATIONS:

DURING FY 87, OVER 14,000 WORKSTATIONS WERE RELOCATED.

- FBIS FROM KEY TO RESTON



- MAIL AND COURIER:

- CIA MAIL WAS UP 56 PERCENT IN FY 87 OVER FY 86
- U.S. MAIL WAS UP 16 PERCENT IN FY 87 OVER FY 86
- MILEAGE TRAVELLED AND EXTERNAL AND INTERNAL MAIL RUNS HAVE ALL INCREASED THIS YEAR.

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- MOTOR POOL:

- TRIPS PROVIDED BY THE MOTOR POOL AND PASSENGERS
CARRIED INCREASED GREATLY OVER PREVIOUS QUARTERS.

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- FMD PEOPLE ALSO DID AN OUTSTANDING JOB OF PROVIDING
EXCELLENT CEREMONIAL SUPPORT THIS PAST YEAR:

25th ANNIVERSARY OF DS&T
DCI SWEARING-IN CEREMONY
CASEY MEMORIAL CEREMONY
CIA 40th ANNIVERSARY CEREMONY
BUCKLEY MEMORIAL SERVICE
FAMILY DAY

THEY ALSO SUPPORTED MANY EXHIBITS, SUCH AS:

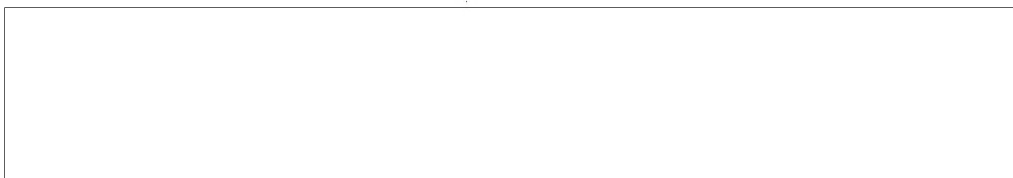
EMPLOYEE ART EXHIBITS
DS&T SILVER ANNIVERSARY
BICENTENNIAL EXHIBIT
FLAG OF THE U.S.
40 YEARS OF CIA
BLACKS IN THE MILITARY

- AS IN PAST YEARS, BEYOND NORMAL DUTIES, FMD COORDINATED
THE VERY WORTHWHILE CHARITABLE EFFORT KNOWN AS
OPERATION SANTA CLAUS--20 PERCENT MORE IN CONTRIBUTIONS
THAN LAST YEAR--SOMETHING YOU CAN ALL BE PROUD OF.

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- P&PG RESPONDED TO THE VERY SHORT DEADLINES FOR PRINTING OF THE FEDERAL EMPLOYEES RETIREMENT SYSTEM (FERS) BOOKS, INFO ON THE THRIFT PLAN, THE HUMAN COMPENSATION TASK FORCE'S REPORTS, AND INDIVIDUAL AGENCY EMPLOYEE BENEFIT STATEMENTS.
- SUPPORT RENDERED TO ALL LEVELS OF AGENCY BRIEFINGS OUTSTANDING.
- EXCELLENT, SECOND-TO-NONE, WORK IN THE PHOTOGRAPHY AREA.

° PROCUREMENT:

- IMPLEMENTED 34 RECOMMENDATIONS OF COOPERS AND LYBRAND
- ENHANCED PROCUREMENT DELEGATIONS TO TEAMS
- ESTABLISHED TEAMS IN OIT AND OS
- PMS CONDUCTED REVIEWS OF DECENTRALIZED TEAMS BY PMS

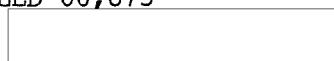
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- RECORD LEVELS OF ACHIEVEMENT:

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- PROCUREMENT ACTIONS FOR FY 87 TOTALLED 60,875
- DOLLAR VALUES WERE UP BY 28 PERCENT



- FIRST TIME IN AGENCY'S HISTORY GOALS WERE ESTABLISHED FOR EACH DIRECTORATE FOR INCREASED COMPETITION AND PROGRESS WAS MADE.
- THE NEW FEDERAL AUTOMATED REQUISITIONING SYSTEM (FARS) IS BEING INSTALLED ON THE AGENCY'S MAINFRAME COMPUTER.

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- THIRD OR FOURTH LARGEST PROCUREMENT ACTIVITY IN U.S. GOVERNMENT.

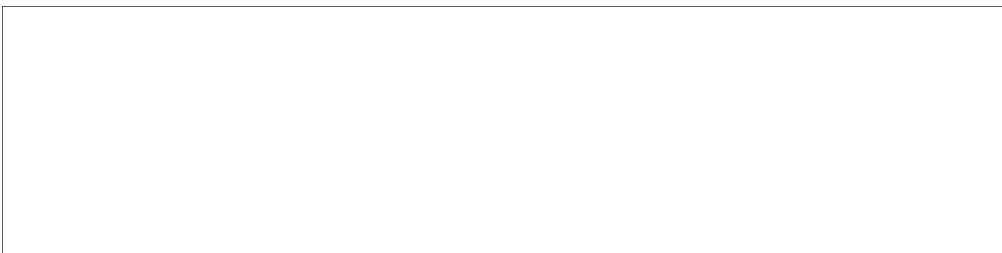
° NEW HEADQUARTERS BUILDING:

- NORTH TOWER OFFICE AREAS OF NHB HAVE BEEN ACCEPTED BY THE AGENCY

- SOUTH TOWER OF NHB ABOUT TO BE TURNED OVER TO U.S. GOVERNMENT.
- NEW PAVING ON ROUTES 123 AND 193 COMPLETED; TRAFFIC LIGHTS INSTALLED.
- VISITOR CONTROL CENTERS WERE COMPLETED.
- SITE WORK COMPLETE EXCEPT SOME ROAD AREAS AND SOME LANDSCAPING.
- CARPETING AND FURNITURE PLACEMENTS GOING ON AS WE SPEAK.

° STAFFS:

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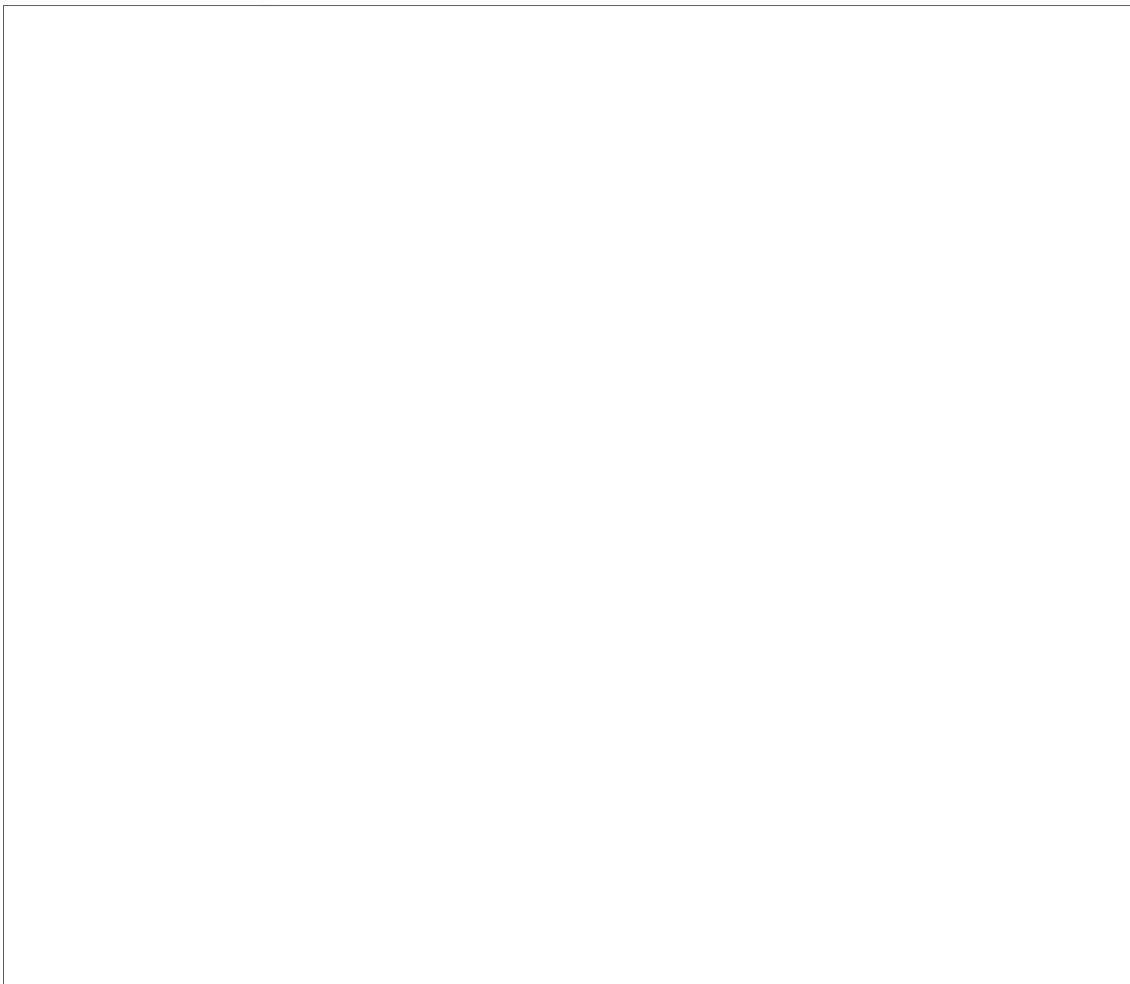
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- A NEW SIMPLIFIED PROPERTY ACCOUNTING SYSTEM FOR USE ON WANG TERMINALS WAS PUT INTO USE. 

- OL ADP TASK FORCE:
 - ESTABLISHED PROCEDURES FOR REVIEW OF ALL ADP PROCUREMENTS, INCLUDING HARDWARE AND SOFTWARE.
 - FINALLY ESTABLISHED STANDARDS FOR BAR CODING THROUGHOUT OL.
 - PREPARING AN OL STRATEGIC PLAN FOR ADP FOR THE NEXT 3 YEARS.
 - ANALYZING PC'S TO ESTABLISH OL STANDARD PC
- THE CLAS PROJECT CONTINUES ON SCHEDULE. THE BILL OF MATERIALS PACKAGE WILL BE OPERATIONAL IN OCTOBER 1988, WITH THE INVENTORY PACKAGE TO COME ON LINE SHORTLY THEREAFTER.
- INDUSTRIAL SECURITY PROGRAM: GAVE INDUSTRIAL SECURITY BRIEFINGS REGARDING THE CONTRACT PROCESS FOR KEY OFFICES INVOLVED IN PROCUREMENT. ALSO CONDUCTED THE FIRST ANNUAL INDUSTRIAL SECURITY CONFERENCE FOR ALL INDUSTRIAL SECURITY OFFICERS AND DISTRIBUTED 1,000 COPIES OF NEW ADP MANUAL TO CONTRACTORS.

III. ONLY A FEW EXAMPLES OF OUR FINEST HOURS: REPRESENTS THE
TEAMWORK THAT WE WILL NEED MORE OF TO MEET FUTURE
CHALLENGES.

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- FMD EMPLOYEES WERE COMMENDED IN A MEMO FROM [REDACTED]
[REDACTED] DIRECTOR OF SECURITY, FOR THE OUTSTANDING
SUPPORT THEY PROVIDED TO OS. [REDACTED] STATED, "WHEN
SECURITY IS FACED WITH A DEMANDING REQUIREMENT, KNOWING
FMD IS THERE TO WORK ALONGSIDE IS EXTREMELY
COMFORTING. IT ADDS THAT SENSE OF CONFIDENCE WHICH
RESULTS IN QUALITY PERFORMANCE."
- MOTOR POOL, FMD, IN ANTICIPATION OF THE 8 JANUARY
SNOWSTORM, BEGAN ITS SNOW EMERGENCY PLAN AT COB 7
JANUARY AND MET ALL ITS TRANSPORTATION COMMITMENTS THE
FOLLOWING DAY IN THE STORM. ALSO, THE COURIERS
REPORTED TO WORK AND MADE ALL ESSENTIAL DELIVERIES.

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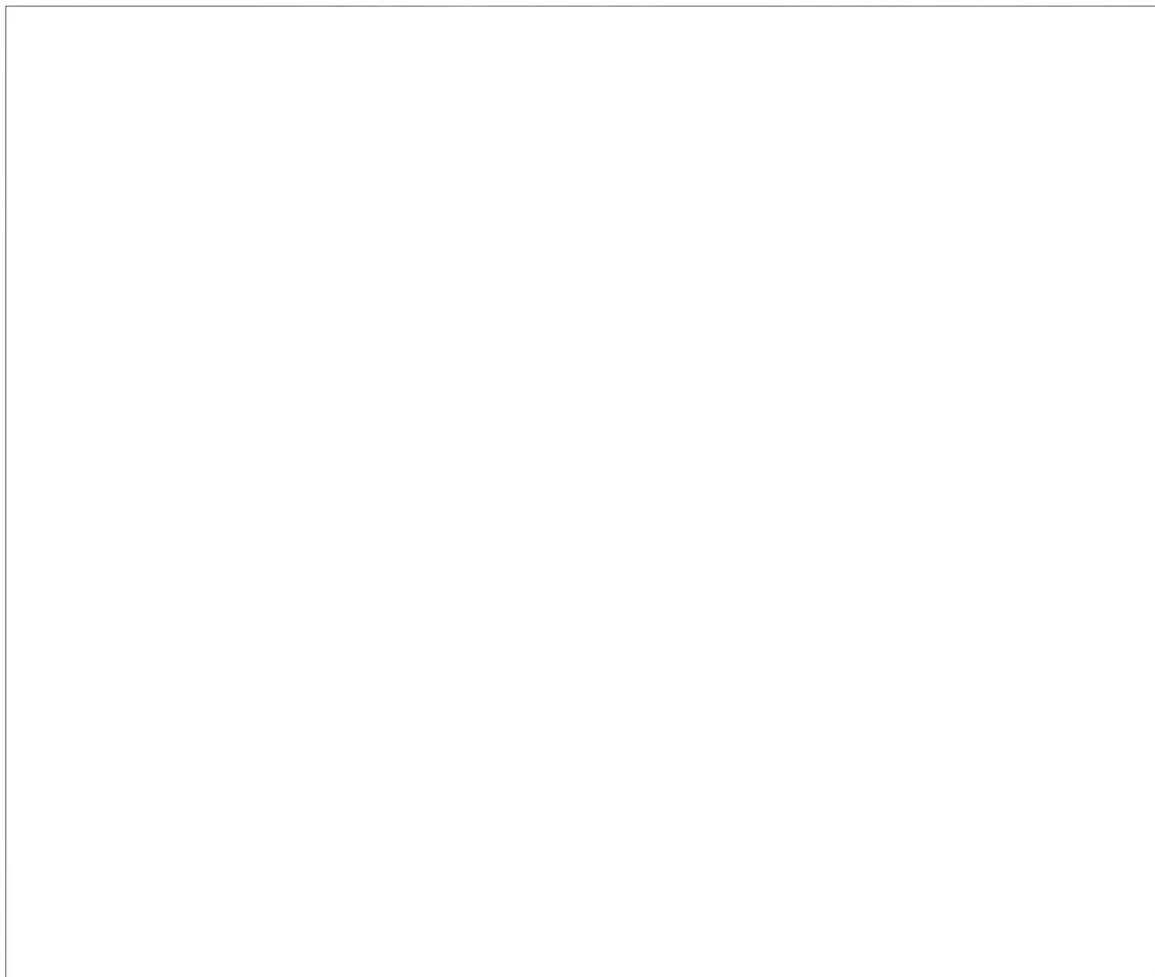
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VI. PERSONNEL

OUR MOST IMPORTANT GOAL IN OL IS TO MAKE THE LOGISTICS CAREER SERVICE THE BEST IN THE AGENCY

PERSONNEL ARE OUR MOST IMPORTANT RESOURCE - NUMBER 1!!

TRAINING:

IN FY 87:

- 20 INTERNAL OL COURSES--☐ EMPLOYEES ATTENDED.
- OVER ☐ REQUESTS FOR EXTERNAL TRAINING PROCESSED
- OVER ☐ REQUESTS FOR AGENCY TRAINING PROCESSED
- 3 CAREERISTS IN FULL-TIME TRAINING

- ° CT: SINCE 1986--32 OL EMPLOYEES SPONSORED IN 1987; 13 OL OFFICERS ARE CURRENTLY ENROLLED IN THE PROGRAM
- ° SOT: 17 COMPLETED PROGRAM IN 1986 and 87; 7 INDIVIDUALS ARE CURRENTLY IN PROGRAM.

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- WE MUST IDENTIFY OUR STRENGTHS AND REINFORCE THEM.
WE MUST STRENGTHEN WEAKNESSES BY:
 - REDUCING UNNECESSARY BUREAUCRACY.
 - IMPROVING QUALITY CONTROL
 - SETTING & ADHERING TO SERVICE STANDARDS
RAISING RESPONSIVENESS
 - ALWAYS AN INFINITE CAPACITY TO IMPROVE
 - EFFECTIVE COMMUNICATION W/ CUSTOMER IS ESSENTIAL
 - NO SUBSTITUTE FOR EYE-TO-EYE CONTACT W/ CUSTOMER
 - NEED TO IMPROVE HOW OL PEOPLE RELATE TO CUSTOMERS
 - "LITTLE THINGS" ARE IMPORTANT IN CUSTOMER RELATIONS
 - TELEPHONE MANNERS
 - ATTITUDE TOWARD CUSTOMERS
 - CONVINCE THE CUSTOMER YOU ARE CONCERNED
 - VISIT CUSTOMERS ...GET TO KNOW THEM
 - MEASURE OUR RESPONSE TO CUSTOMERS
 - WE MUST BE IN ANTICIPATORY MODE RATHER THAN REACTIVE
 - WE DEAL W/ PERCEPTIONS...SEE IT FROM CUSTOMER VIEWPOINT
 - USE THE EYES & EARS OF ALL OL EMPLOYEES
 - NEED "LOGISTICS SERVICE CENTER" AT HQS

XI. THE FUTURE . . . WHERE WE ARE GOING:

- TRANSITION FROM HIGH PEAK OF ACTIVITY TO CONSOLIDATION -
PLATEAU.
- OL REORGANIZATION: IMPACT WILL NOT REALLY BE FELT UNTIL
1989/1990
 - REORGANIZATION COMPLETE IN FOUR MORE MONTHS -
TRANSPARENT TO CUSTOMERS.
 - NEW SUBCAREER GROUP FOR FACILITIES MANAGEMENT PERSONNEL.

- COMMITMENT TO CLAS; CONTINUE OFFICE-WIDE ADP APPLICATIONS
- WE WILL NEED FLEXIBILITY IN THE WORK FORCE . . .
WILLINGNESS TO CROSS-TRAIN, ROTATE, LEARN NEW SKILLS.
- REEXAMINE WAYS WE ARE DOING BUSINESS - DOES NOT MEAN
REDUCTION IN SUPPORT.
- STRATEGIC SPACE PLAN FOR THE YEAR 2,000.
- INTENSIFY EFFORTS IN FACILITY MANAGEMENT ACTIVITIES.

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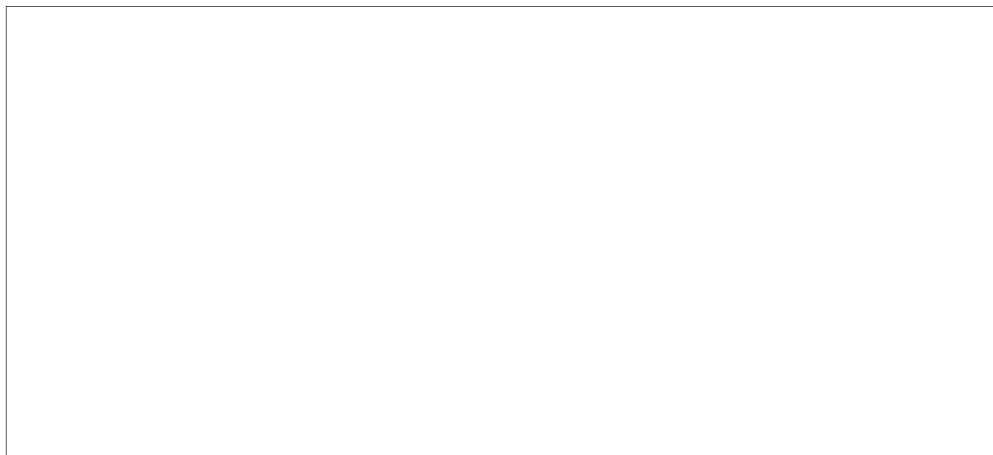
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- BETTER USE OF OL EMPLOYEES ASSIGNED TO COMPONENTS. OUR REPS - NOT JUST SUPPLY OR PROCUREMENT - STRENGTHEN COMMUNICATIONS. NOT US/THEY PHILOSOPHY. EYES AND EARS OF ALL OF US.
- OUR EXECUTIVE CONFERENCE IN MARCH FOCUSED ON HOW EACH COMPONENT IN OL CAN IMPROVE SERVICE. WE WILL CONTINUE TO SEEK BETTER WAYS TO CARRY OUT OUR MISSION AND PROVIDE THE VERY BEST CUSTOMER SERVICE POSSIBLE.
- WE ARE COMMITTED TO IMPROVE CUSTOMER SERVICE FOR THE AGENCY. NO PAPER - BOTTOM LINE AT END OF YEAR.
- SENIOR ASSIGNMENTS:

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- ACTING GROUP CHIEFS--PERMANENT ASSIGNMENTS THIRD/FOURTH
QUARTERS.
- NEED COMMITMENT OF EACH OL EMPLOYEE. COMMITMENT TO
EFFECTIVE PERSONNEL MANAGEMENT.
- THANKS/APPRECIATION - HONOR TO SERVE IN OL.